This document presents two representative enterprise learning projects demonstrating instructional design across systems training and leadership development. Each case highlights instructional context, design decisions, asset development, and how the work was structured for implementation, learner application, and organizational impact.

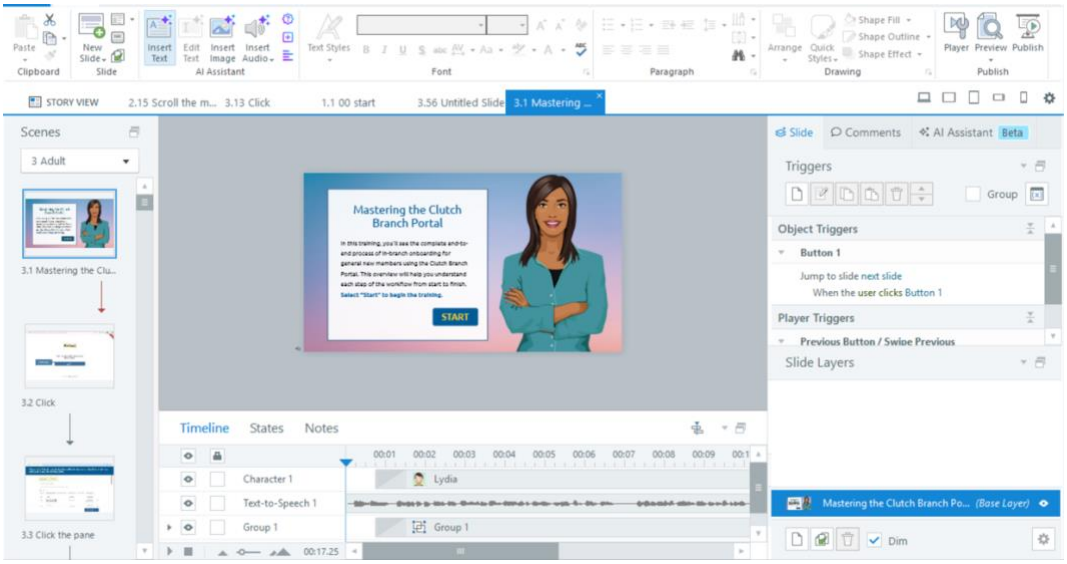
CASE 1: SIMULATION-BASED SYSTEMS TRAINING FOR OPERATIONAL WORKFLOW ACCURACY

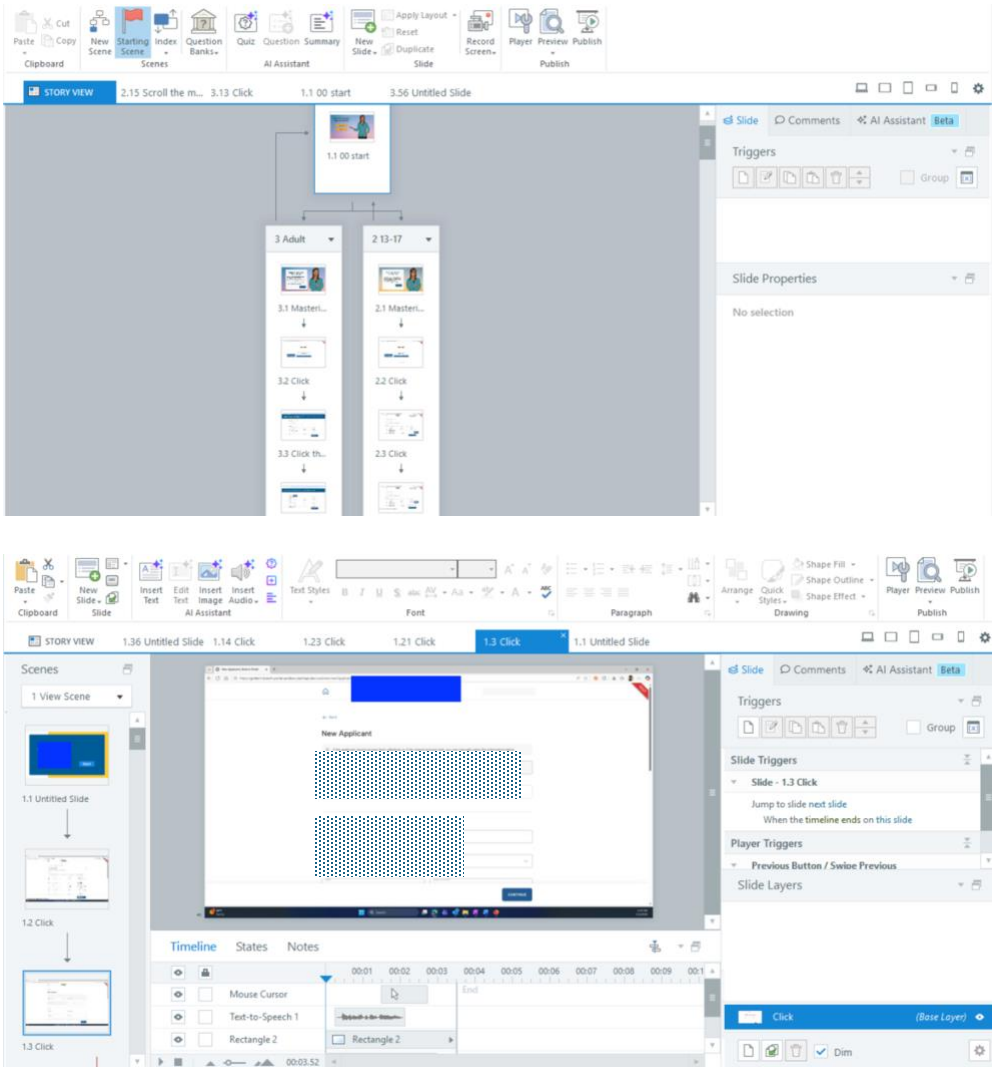
Project Overview

This project involved designing a simulation-based systems training solution to support employees in learning a multi-step operational workflow requiring procedural accuracy, sequence awareness, and execution confidence within a digital environment. The training was designed to prepare learners for successful task completion before live system use by allowing them to practice actions in a guided, low-risk setting. It was developed within a phased enterprise operational rollout involving changing workflow requirements, multiple stakeholder review cycles, and delivery deadlines tied to implementation stages.

Instructional Need

The workflow required employees to complete a series of actions in a precise sequence within an internal operational system. Existing support materials were primarily text-based and did not provide sufficient procedural practice. The instructional need was to convert process complexity into an experience where learners could actively rehearse steps, understand sequence dependencies, and build confidence before applying the process in real work conditions. The design objective was to reduce workflow errors, improve execution confidence, and support faster readiness for live task performance.





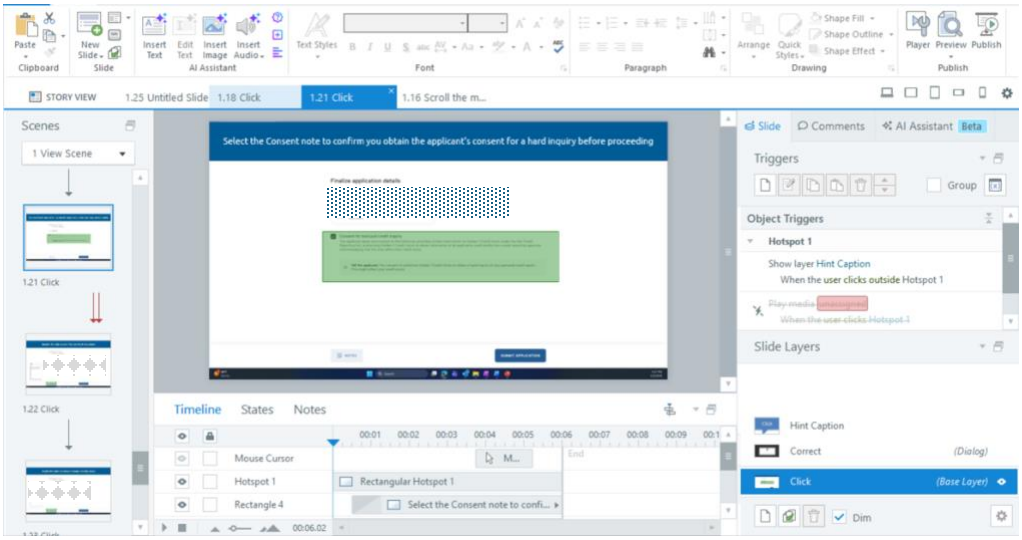
Caption: Storyline 360 development views showing scene architecture, branching structure, and trigger-based screen design used to organize a multi-step procedural simulation for systems training.

My Role

I led the instructional design of the solution, including analysis of workflow steps, structuring simulation logic, designing learner interactions, and building supporting performance assets, including job aids and huddle guides. I also managed development sequencing, review checkpoints, revision cycles, and asset readiness across stakeholders to keep delivery aligned with rollout timing. My work included translating complex procedural requirements into a guided learning sequence and determining how different assets would support both initial learning and transfer after training. The project required coordination across business stakeholders, subject matter experts, operational leaders, and learning delivery partners to ensure procedural accuracy, timing alignment, and readiness for deployment. It involved iterative review cycles across SMEs, operational stakeholders, and learning partners to maintain alignment as requirements evolved.

Design Approach

The learning experience was designed around active procedural practice rather than passive explanation. Learners were required to complete actions in sequence, receive immediate corrective feedback, and repeat critical steps within a simulated environment. The goal was to strengthen procedural understanding through interaction and repetition while reducing ambiguity during live execution.



Caption: Example of guided interaction and embedded feedback used to reinforce correct execution before live application.

Development Process

The project followed a structured development sequence:

Phase	Focus	Deliverable
Analysis	Workflow analysis, stakeholder alignment, task sequencing	Training Needs Analysis (TNA), project charter, process map, RACI table
Design	Simulation planning, lesson structure, interaction sequence	Lesson map, storyboard, interaction blueprint
Development	Interactive build and asset production	Storyline simulation, feedback layers, supporting learning assets
Implementation / Evaluation	Reinforcement, rollout support, early revision	Job aid, learner feedback inputs, revision notes

Project Tracking and Delivery Control

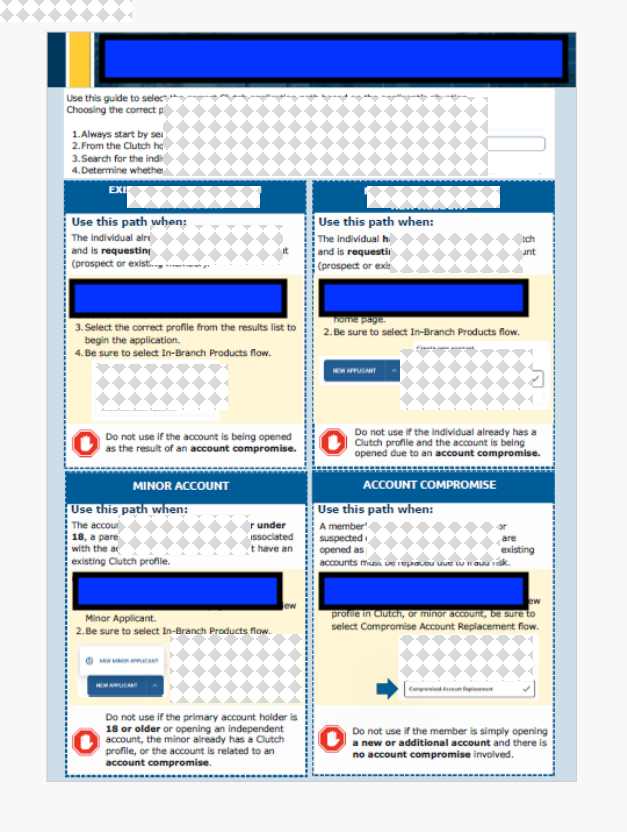
Development was tracked through milestone checkpoints covering analysis approval, storyboard validation, simulation build review, SME sign-off, and deployment readiness, using Microsoft Planner and Airtable to coordinate tasks, deadlines, stakeholder reviews, and revision cycles.

Instructional Decisions

Simulation was selected because the task required learners to perform a sequence of actions accurately rather than simply understand concepts. Immediate feedback was built into the experience to reinforce correct actions and reduce error patterns before live system use.

Performance Support Strategy

A concise job aid was developed as a post-training reinforcement tool so learners could reference critical steps during early application without returning to the full module. The combined simulation and reinforcement approach was designed to reduce execution errors, improve confidence during early live use, and shorten time to independent task performance. Early learner feedback indicated stronger confidence during first live use and reduced reliance on written procedural clarification.



Caption: Supporting performance aid designed to reinforce task accuracy after training.

What This Case Demonstrates

This project demonstrates full-cycle enterprise instructional design: workflow translation, simulation development, supporting asset creation, milestone-based delivery, and iterative revision under changing operational requirements. The learning solution was developed as a multi-phase experience, with the system workflow introduced progressively across stages to support procedural accuracy, learner confidence, and application readiness. Development was tracked through structured milestones, asset sequencing, review cycles, and iterative revisions aligned to delivery timelines, ensuring that learning assets remained synchronized with workflow updates across implementation phases.

Selected screenshots are intentionally cropped and simplified to protect proprietary enterprise systems while illustrating instructional structure, simulation logic, and asset design.

CASE 2: BLENDED LEADERSHIP LEARNING EXPERIENCE FOR CONSTRUCTIVE CONVERSATIONS

Project Overview

This project involved designing a multi-phase blended leadership learning experience focused on strengthening constructive conversations, coaching behaviors, trust-building, and practical communication habits across leadership roles. The design moved beyond a single workshop by structuring learning across pre-work, live facilitation, application, reflection, and reinforcement.

Instructional Need

Leaders needed practical support in handling feedback, coaching conversations, delegation, trust-building, and emotionally charged interactions in ways that improve clarity, accountability, and day-to-day communication effectiveness. The instructional goal was to create a learning experience that could support behavior change over time rather than rely on one-time exposure alone.

My Role

I led the learning architecture design, translated leadership learning goals into competency-based outcomes, developed an integrated conversation model, designed the blended structure, developed instructional assets, including a facilitation slide deck and reflection guides, and aligned facilitation and reinforcement components into a coherent developmental experience.

The work required balancing leadership expectations, facilitator usability, participant time constraints, and measurable transfer strategies across leaders with different levels of responsibility and communication demands. I also structured asset sequencing and facilitation timing to support phased delivery across asynchronous and live components.

Experience Architecture

The experience was intentionally structured as a phased blended journey:

1. Pre-work in Rise
2. Live virtual workshop session
3. Two-week application and reflection period
4. Follow-up live session
5. Reinforcement and measurement activities

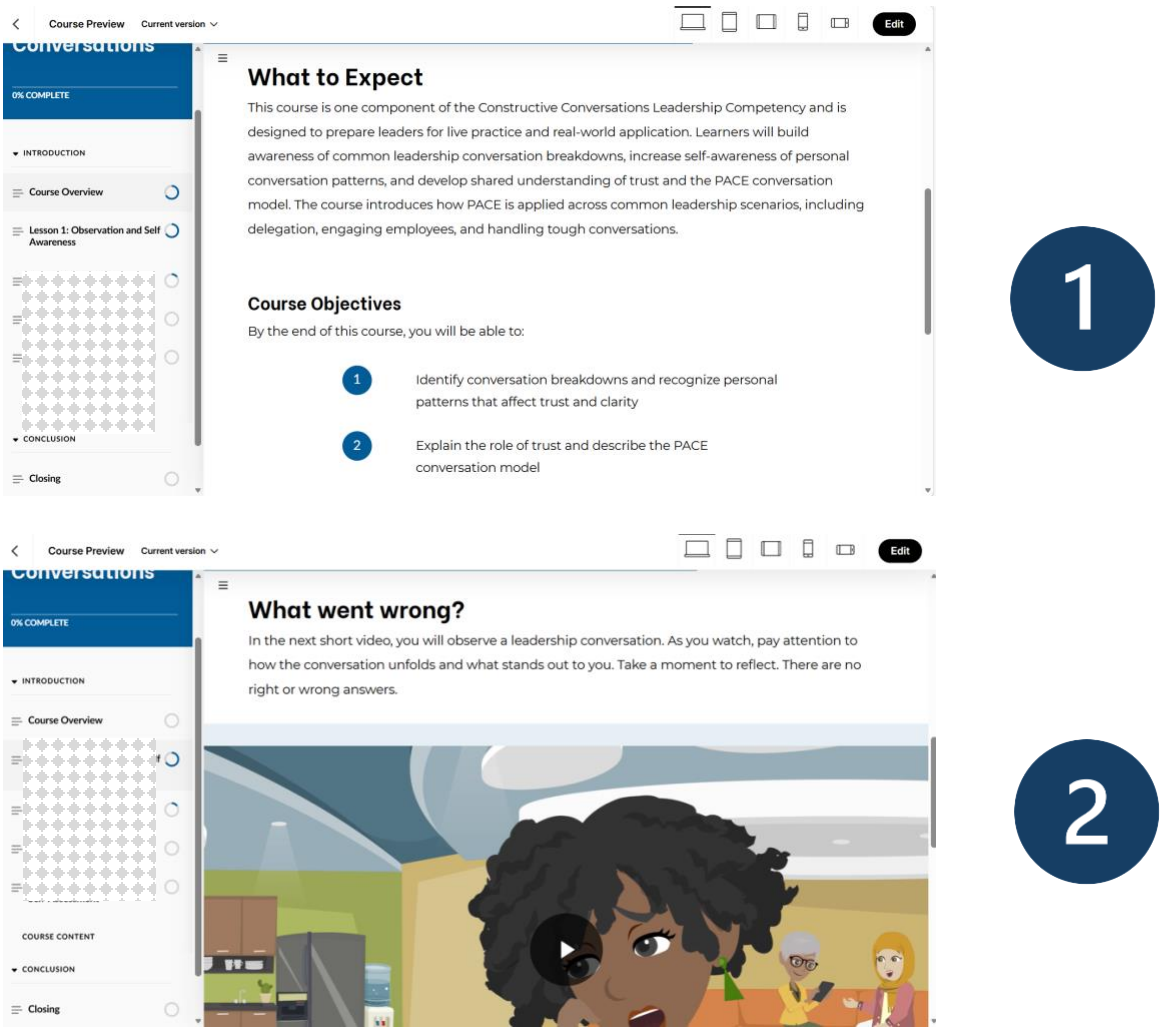
A simple implementation schedule guided release timing, facilitator preparation, learner communication, and reinforcement checkpoints. Each phase was designed to serve a distinct instructional purpose while distributing cognitive load and supporting transfer into daily leadership practice. Development was managed through phased milestones, facilitation planning, asset review cycles, and alignment across asynchronous and live delivery components.

Key Learning Assets

- Rise pre-work module
- Vyond scenario-based video
- Facilitator slide deck

- Facilitator notes for VILT delivery
- Reflection activities
- Pre- and post-self-assessment
- Survey for learning feedback and reinforcement

Learning Asset Samples

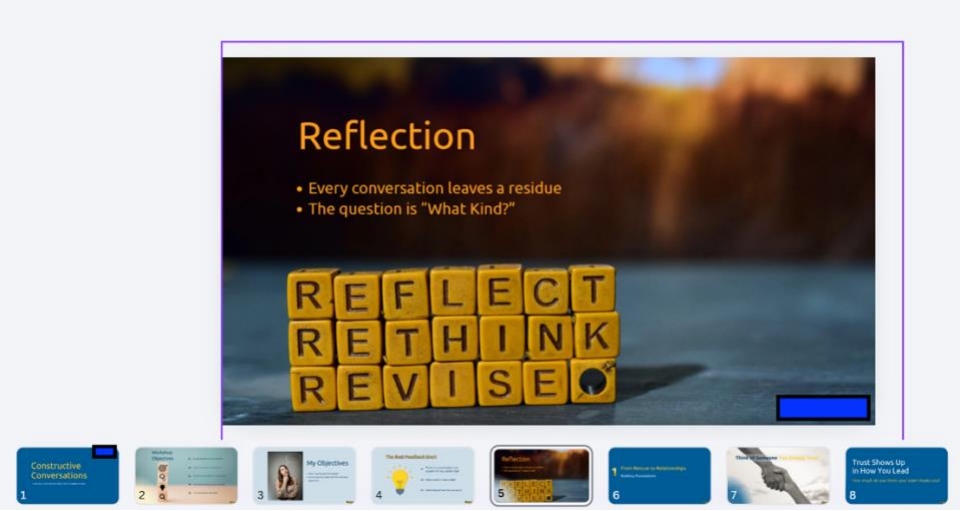


Caption: Screenshots from the Constructive Conversations e-learning module: (1) the Rise landing page introducing course expectations, sequence, and learning objectives; (2) a scenario-based video used to orient learners, support self-assessment, and prepare for guided reflection and live discussion.

Instructional Design Logic

Different modalities were selected intentionally because the audience included leaders at different organizational levels, with varying responsibilities, communication demands, and time constraints. The design had to account for common leadership realities such as limited availability, cognitive load from daily operational demands, uneven prior experience with coaching conversations, and the need for immediate practical relevance across different leadership contexts. Development included iterative review with leadership stakeholders to refine examples, timing, and practical relevance before launch.

To address these constraints, pre-work was designed to establish conceptual readiness asynchronously, allowing leaders to engage with foundational ideas before live participation. Live facilitation then focused on guided discussion, interpretation, and practical application rather than content delivery alone, while reflection activities between sessions created space for leaders to observe their own conversations, test new approaches, and return with deeper insight. Because the goal was not simple knowledge retention but development of a leadership skill set, the learning experience was intentionally phased to support practice, reflection, and gradual behavioral integration over time rather than one-time exposure.



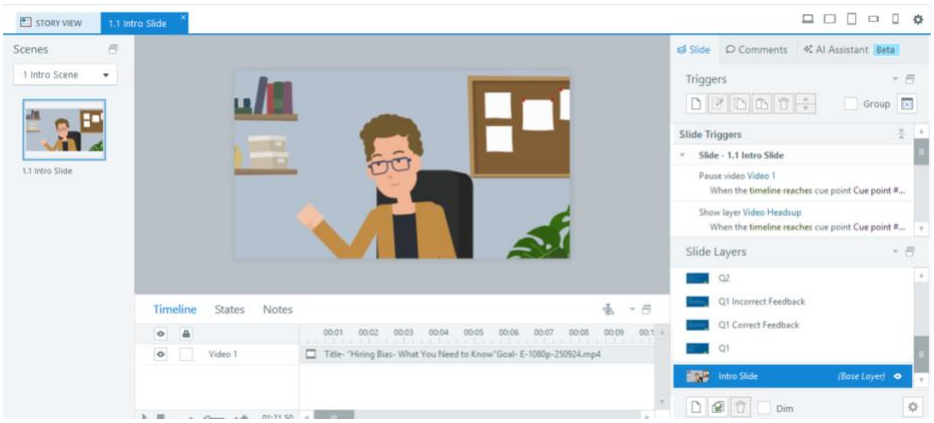
Caption: Facilitator slides used during the live workshop to support structured reflection, deepen learner engagement, and connect leadership concepts to practical application.

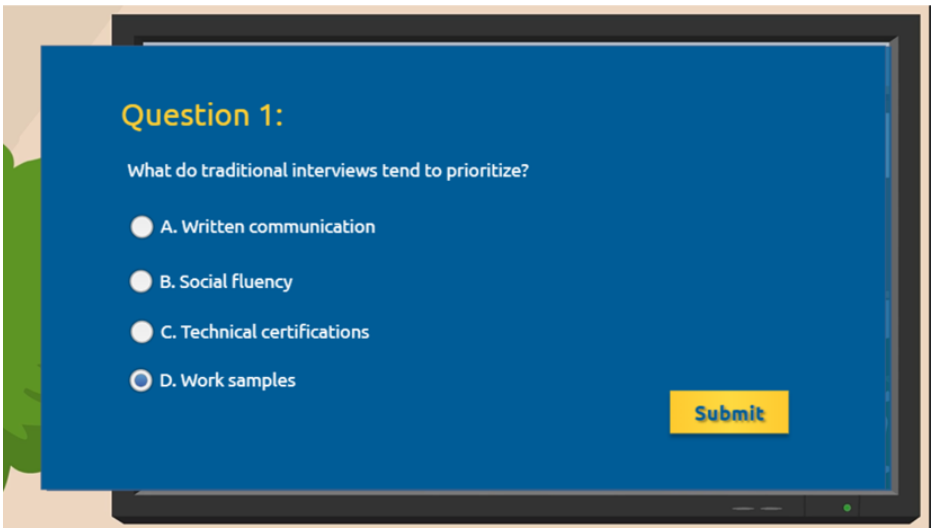
What This Case Demonstrates

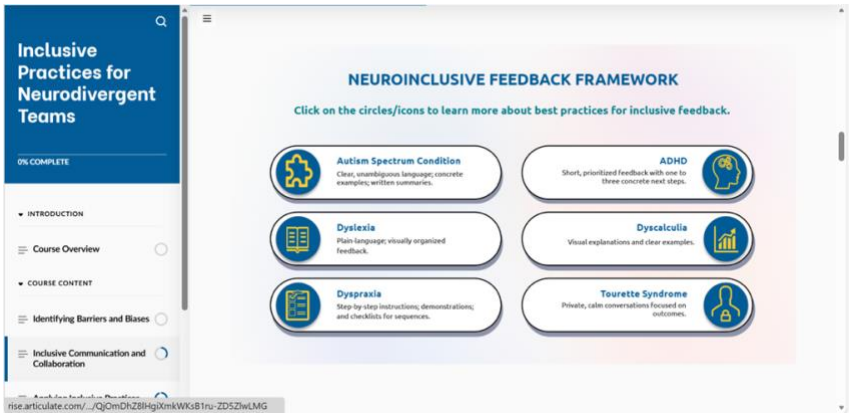
This project demonstrates strategic learning architecture, blended delivery planning, facilitator enablement, and structured transfer design across multiple learning assets. A central design contribution was the development of a custom conversation framework that supports leaders in feedback, delegation, trust-building, and crucial conversations with greater clarity and consistency. The solution integrates competency design, phased blended delivery, facilitator enablement, multimodal asset development, and structured transfer mechanisms to support sustained behavioral change over time.

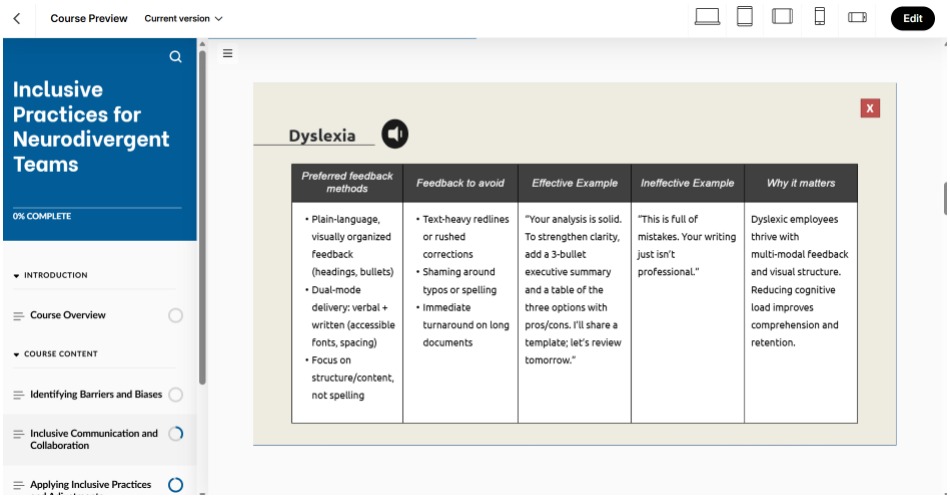
Additional Enterprise Learning Samples

Additional samples below illustrate how similar interaction logic, accessibility standards, and structured content design were applied across other enterprise learning initiatives.


STORY VIEW
1.1 Intro Slide
Scenes
1 Intro Scene
1.1 Intro Slide
Slide
Comments
AI Assistant
Beta
Triggers
Group
Slide Triggers
Slide - 1.1 Intro Slide
Pause video Video 1
When the timeline reaches cue point Cue point #...
Show layer Video Headsup
When the timeline reaches cue point Cue point #...
Slide Layers
Q2
Q1 Incorrect Feedback
Q1 Correct Feedback
Q1
Intro Slide
(Base Layer)
Dim
Timeline
States
Notes
Video 1
Title- "Hiring Bias- What You Need to Know"Goal- E-1080p-250924.mp4


Question 1:
What do traditional interviews tend to prioritize?
A. Written communication
B. Social fluency
C. Technical certifications
D. Work samples
Submit


Inclusive Practices for Neurodivergent Teams
0% COMPLETE
INTRODUCTION
Course Overview
COURSE CONTENT
Identifying Barriers and Biases
Inclusive Communication and Collaboration
NEUROINCLUSIVE FEEDBACK FRAMEWORK
Click on the circles/icons to learn more about best practices for inclusive feedback.
Autism Spectrum Condition
Clear, unambiguous language; concrete examples; written summaries.
ADHD
Short, prioritized feedback with one to three concrete next steps.
Dyslexia
Plain language; visually organized feedback.
Dyscalculia
Visual explanations and clear examples.
Dyspraxia
Step-by-step instructions; demonstrations; and checklists for sequences.
Tourette Syndrome
Private, calm conversations focused on outcomes.
rise.articulate.com/.../QjOmDhZ8lHgiXmkWKsB1ru-ZD5ZlwLMG



Caption: Additional examples illustrate how similar interaction, accessibility, and content-structuring principles were applied across related leadership development assets.

Evaluation and Early Impact

Learner feedback showed strong perceived relevance, practical usefulness, and high recommendation levels. Participants frequently identified immediate application value, and early workplace transfer was reflected in leaders referencing concepts during team conversations and feedback exchanges.

Accessibility and Inclusive Design Considerations

Accessibility was treated as a design requirement rather than a final review step. Across both projects, digital assets were developed using accessibility and inclusive instructional design principles, including clear visual hierarchy, accessible color contrast, structured content chunking, consistent navigation, captioning where applicable, inclusive language, and intentional reduction of cognitive load. Design choices also supported multiple modes of engagement and practical usability across different learner needs, delivery settings, and levels of familiarity with digital learning environments. Accessibility decisions were integrated during design, development, and review to support clarity, adoption, and enterprise readiness from first release.

Project Delivery and Governance Snapshot

Phase	Key Control Point	Stakeholders
Analysis	Workflow approval	SME + business lead
Design	Storyboard review	SME + learning partner
Development	Simulation testing	SME + stakeholders
Launch	Final release approval	Delivery team